

WHAT IS CLAIMED IS:

- 1 1. A method for verifying solutions provided by a solution network
2 comprising:
3 automatically associating a call from a customer with a solution that is
4 provided to the customer to solve an issue;
5 waiting a predetermined amount of time to verify whether the customer
6 contacts the solution network again; and,
7 indicating a successful resolution to the issue if no contact is made by the
8 customer within the predetermined amount of time.

- 1 2. The method of claim 1 further comprising:
2 the waiting is based on the customer experience metrics.

- 1 3. The method of claim 1 wherein:
2 the indicating a successful resolution include incrementing a counter
3 corresponding to the solution to indicate a successful solution.

- 1 4. The method of claim 1 further comprising:
2 scoring a solution based upon successful resolution of the issue; and
3 wherein a higher score for a solution indicates a more successful solution..

- 1 5. The method of claim 4 wherein:
2 when a solution is indicated as a more successful solution, the solution is
3 presented to a customer higher on a list of available solutions.

- 1 6. The method of claim 1 wherein:
2 if the customer contacts the solution network within the predetermined amount
3 of time on the issue, then indicating an unsuccessful resolution to the
4 issue by the solution.

1 7. The method of claim 6 wherein:
2 if the solution is indicated as unsuccessful, then escalating the solution into a
3 correction workflow.

1 8. The method of claim 7 wherein:
2 when the solution is escalated into a correction workflow, a product specialist
3 reviews the solution for any needed correction.

1 9. The method of claim 1 wherein:
2 the issue relates to information handling systems.

1 10. An apparatus for verifying solutions provided by a solution network
2 comprising:
3 means for automatically associating a call from a customer with a solution that
4 is provided to the customer to solve an issue;
5 means for waiting a predetermined amount of time to verify whether the
6 customer contacts the solution network again; and,
7 means for indicating a successful resolution to the issue if no contact is made
8 by the customer within the predetermined amount of time.

1 11. The apparatus of claim 10 further comprising:
2 the waiting is based on the customer experience metrics.

1 12. The apparatus of claim 10 wherein:
2 the means for indicating a successful resolution includes means for
3 incrementing a counter corresponding to the solution to indicate a
4 successful solution.

1 13. The apparatus of claim 10 further comprising:
2 means for scoring a solution based upon successful resolution of the issue; and
3 wherein a higher score for a solution indicates a more successful solution..

- 1 14. The apparatus of claim 13 wherein:
2 when a solution is indicated as a more successful solution, the solution is
3 presented to a customer higher on a list of available solutions.

- 1 15. The apparatus of claim 10 further comprising:
2 means for indicating an unsuccessful resolution to the issue by the solution if
3 the customer contacts the solution network within the predetermined
4 amount of time on the issue.

- 1 16. The apparatus of claim 15 further comprising:
2 means for escalating the solution into a correction workflow if the solution is
3 indicated as unsuccessful.

- 1 17. The apparatus of claim 16 wherein:
2 when the solution is escalated into a correction workflow, a product specialist
3 reviews the solution for any needed correction.

- 1 18. The apparatus of claim 10 wherein:
2 the issue relates to information handling systems.

- 1 19. A system for verifying solutions provided by a solution network
2 comprising:
3 a call associating module, the call associating module automatically
4 associating a call from a customer with a solution that is provided to
5 the customer to solve an issue;
6 a waiting module, the waiting module waiting a predetermined amount of time
7 to verify whether the customer contacts the solution network again;
8 and,
9 a successful resolution module, the successful resolution module indicating a
10 successful resolution to the issue if no contact is made by the customer
11 within the predetermined amount of time.

1 20. The system of claim 19 further comprising:
2 the waiting is based on the customer experience metrics.

1 21. The system of claim 19 wherein:
2 the successful resolution module includes an incrementing module, the
3 incrementing module incrementing a counter corresponding to the
4 solution to indicate a successful solution.

1 22. The system of claim 19 further comprising:
2 a scoring module, the scoring module scoring a solution based upon successful
3 resolution of the issue; and
4 wherein a higher score for a solution indicates a more successful solution..

1 23. The system of claim 22 wherein:
2 when a solution is indicated as a more successful solution, the solution is
3 presented to a customer higher on a list of available solutions.

1 24. The system of claim 19 further comprising:
2 an unsuccessful resolution module, the unsuccessful resolution module
3 indicating an unsuccessful resolution to the issue by the solution if the
4 customer contacts the solution network within the predetermined
5 amount of time on the issue.

1 25. The system of claim 24 further comprising:
2 an escalating module, the escalating module escalating the solution into a
3 correction workflow if the solution is indicated as unsuccessful.

1 26. The system of claim 25 wherein:
2 when the solution is escalated into a correction workflow, a product specialist
3 reviews the solution for any needed correction.

1 27. The system of claim 19 wherein:
2 the issue relates to information handling systems.